



PACIFICA SCHOOL DISTRICT
Position Description

TITLE: Lead Technology Support Technician

REPORTS TO: Executive Director,
Educational Support Services

CLASSIFICATION: Classified

WORK YEAR: 12 month employee

SALARY: Classified Salary Schedule
Range 74

Basic Function

As part of a technology team and under the general supervision of the Executive Director of Educational Support Services and direction of the Network Administrator, serves as the primary data manager, plans and performs installation, maintenance and repair of district computers, tablets, Smartboards, document cameras, LCD projectors and network equipment maintained by the District. This includes software installation and on-site troubleshooting, preventive maintenance and repair of district technology equipment, update technology documentation pertaining to inventory, network and to perform other IT duties as deemed necessary.

Essential Duties and Responsibilities (Persons employed in this position may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements).

1. Respond to requests for data analysis from district staff.
2. Provide training and support to district employees on accessing and utilizing the data management system.
3. Generate district and school level assessments and reports in the data management system.
4. Use excel, or other reporting mechanisms, to incorporate data from a variety of sources to provide useful data analysis.
5. Configure and maintain device management systems.
6. Receive, prioritize, and route technology work orders.
7. Monitor work order completion.
8. Troubleshoot user accounts issues for access to network servers and internet-based programs and services.
9. Troubleshoot user access to appropriate hardware, ie. printers, routers, Ethernet switches.
10. Install and update software as needed.
11. Purchase and inventory new equipment and supplies.
12. Configure workstations with hardware and software updates.
13. Repair or rebuild desktops, laptops and tablets as necessary.
14. Update Google-docs inventory and district website.
15. Troubleshoot SmartBoards, document cameras and issues.
16. Assist users' needs and provide just-in-time training assistance on their work order requests.
17. Support the STEM leads and Computer Lab Aides.
18. Provide support for software installed.



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19. Manage the hardware setups for training classes and presentations.
20. Meet regularly with District personnel and consultants.
21. Perform other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Computers, including various platforms such as, PC, Mac, Chromebook, and tablets.
- Database programs.
- Routine maintenance methods and procedures regarding hardware support.
- Instructional software.
- Proper office practices and procedures.
- Proper English usage, grammar, spelling and punctuation.

Ability to:

- Communicate effectively, both orally and in writing.
- Work on own initiative, with strong sense of responsibility and high degree of reliability (self-starter).
- Operate and maintain equipment and tools safely and skillfully.
- Finish projects in a neat manner, wires managed, with high awareness to safety needs.
- Establish and maintain cooperative and effective working relationships with others.
- Problem solve and troubleshoot.
- Establish and maintain accurate, comprehensive records.
- Follow District policies and procedures.
- Learn new technology.

Physical Requirements:

- See and read fine print; have depth perception.
- Bend down to install and connect equipment.
- Use hands and fingers to manipulate small objects.
- Use lower body mobility to stand, walk, stoop, and bend to perform tasks such as lifting equipment from floor to cart.
- Hear normal conversation in person and/or telephone.
- Reach horizontally and vertically with arms.
- Lift and carry 50 pounds.

Education and Experience:

Required: High School graduate, with training, education, or previous job relatable experiences to the qualifications listed above.

Preferred: Post secondary education in a related field or at least 2 years related job experience.



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LICENSES AND CERTIFICATES

Possession of a valid California driver's license and evidence of appropriate automobile insurance based on DMV regulations is required.

Pacifica School District is an Equal Opportunity Employer and reasonable accommodations are made under the Americans with Disability Act as required by law.

Board Adoption:

Original:

Revised: